



Learning While Working Bolsters Productivity and Skills Acquisition

Organization: DIALOG
Founded: 1960
Industry: Architecture, Engineering, Interior Design, and Planning & Urban Design
Locations: Calgary, Edmonton, Toronto, and Vancouver
Size: 600 Employees

Creatively Confronting Varied Skill Sets

Striving for “innovation and creativity,” explains Jennifer Cohen, National Learning and Development Manager, helps DIALOG reach its goal of maintaining efficiency while developing new avenues of learning for its staff.

However, Bruce McCallum, Associate and Manager of Design Technology, highlights that the influx of “people in the AEC market with a wide range of skills” presents a challenge because in order to effectively integrate a technical training program, DIALOG first needs to identify and assess skills gaps amongst new hires and users.

Closing the Learning Gap

“What we implemented,” says Cohen, “was a bridge between the assessment, the assessment report, and the learning.” By pairing Global eTraining’s courseware with Knowledge Smart, a web-based assessment tool honed for the analysis of skills gaps in AEC professionals, DIALOG successfully confronts the challenge of addressing its employees’ diverse skills and diverse geographic locations.

Cohen and McCallum speak animatedly about this remarkable and powerful bridging process, one that categorizes learning gaps through a customized report. For example, once a DIALOG employee completes an initial assessment, the report may reveal that this individual requires more work in, say, stair elevation learning. The report is so tailored to the employee’s needs that it suggests the precise eTraining module within Global eTraining’s courseware library. What’s more, this specialized report incorporates hyperlinks so that the employee can simply click and arrive at the exact spot where the needed information and training is located.

Being able to access such a focused record of learning is invaluable for DIALOG employees individually and also for the firm collectively.



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eTraining – A Better Alternative

Whether the employee is new to Building Information Management (BIM) software or to DIALOG, this process reduces the time needed to acquire technical knowledge and makes the learning that much more effective.

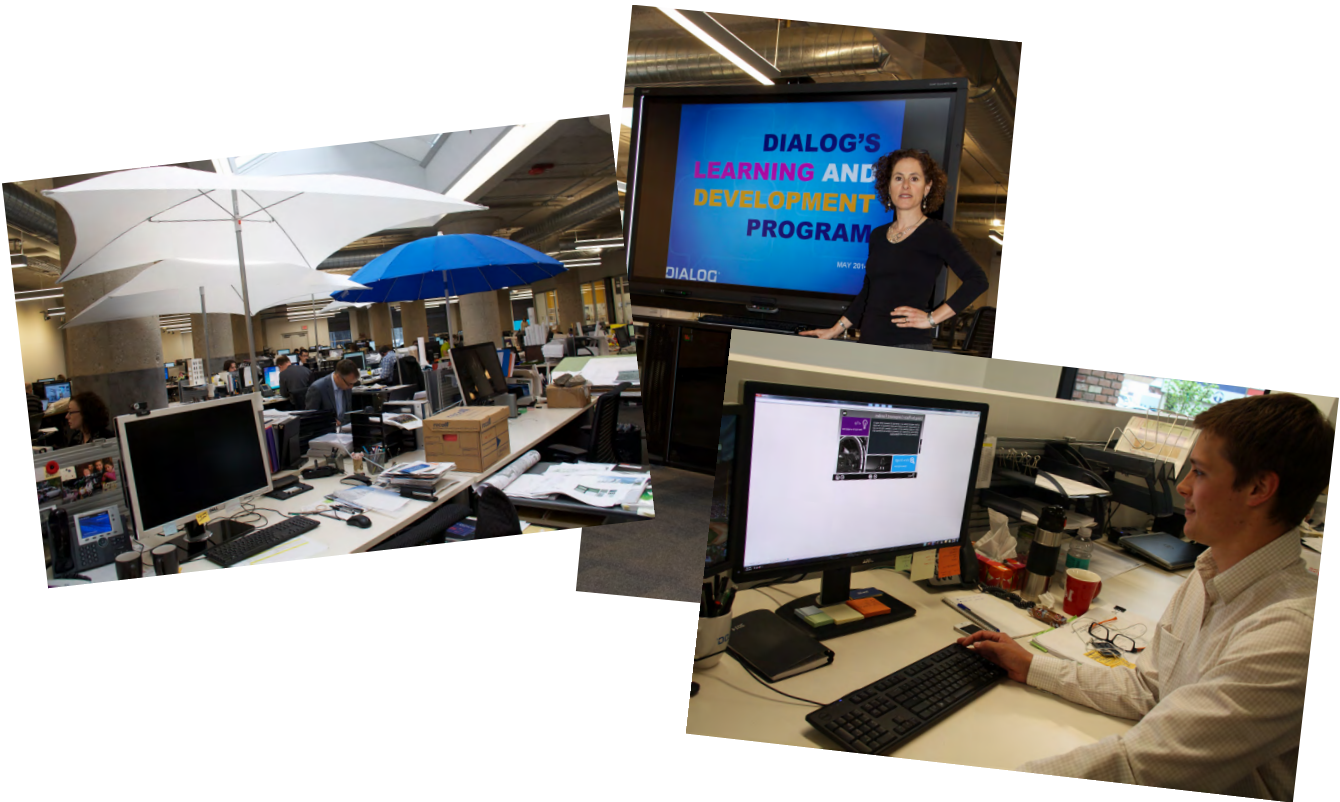
McCallum mentions that in the past DIALOG used traditional modes of face-to-face instructional delivery; however, having employees attend workshop sessions off-site and in classroom settings was not productive; as Cohen points out, this kind of instructional delivery results in workshop participants “missing billable hours.” Because DIALOG’s employees can access Global eTraining’s courseware anywhere and at any time, they are able to keep working while learning – a much more productive way to bolster skills acquisition.

Instant Availability and Continuous Access to eTraining Keeps the Workforce Current

Global eTraining’s online, on-demand tools offer DIALOG’s employees “the flexibility to start and stop a course whenever needed” – a feature McCallum views as valuable. In fact, employees can target and prioritize their own learning needs by working only on the modules that deal with the kind of training they require.

Providing access to eTraining courses “all the time,” adds Cohen, “is key to keeping our workforce as current as possible.”

To learn more about implementing eTraining in your organization, contact Global eTraining at getstarted@globaletraining.ca



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